

Comparisons (Substantive role/grade (self-report): Firefighter (Control), Manager, Support Staff, Watch Manager/Crew Manager (Control))

	Overall	17-24	25-35	36-45	46-55	56-65	66+	Prefer not to say
No. of Responses	247	24	31	47	72	42	3	28
Goal Clarity	87%	93%	90%	88%	89%	82%		82%
I am clear about what I am expected to achieve in my job	90%	96%	94%	89%	92%	83%		86%
I understand how the work I do helps MFRA to achieve its Mission & Aims	94%	96%	94%	96%	93%	93%		93%
I understand the priorities or Missions & Aims of MFRA	93%	100%	97%	94%	94%	83%		93%
Senior Managers provide a clear vision of the overall direction of MFRA	72%	79%	77%	72%	75%	67%		57%
My Job	78%	85%	78%	78%	83%	76%		61%
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	78%	88%	81%	70%	83%	71%		71%
I enjoy my work	87%	92%	87%	94%	90%	83%		64%
I feel supported in my role	71%	83%	77%	72%	71%	69%		57%
I feel that my work contributes to Safer Stronger Communities	83%	83%	84%	83%	89%	79%		75%

I get a sense of personal accomplishment from my work	85%	92%	81%	87%	92%	81%	64%
I have a sense of good job security	68%	71%	65%	64%	75%	71%	54%
My job makes the best use of the skills and abilities that I have	74%	83%	74%	79%	79%	74%	43%
Employee Involvement	72%	83%	76%	72%	77%	71%	49%
I am able to use my own initiative at work to do my job	86%	100%	87%	89%	88%	81%	71%
I am comfortable to speak up and constructively challenge how things are done	71%	67%	71%	66%	82%	74%	46%
I am encouraged to suggest new ideas for improvements	76%	83%	84%	81%	78%	74%	50%
People communicate openly here regardless of position or level	56%	83%	61%	51%	60%	55%	29%
Teamwork	66%	83%	70%	63%	71%	60%	45%
Different parts of the service work well together	56%	88%	55%	53%	60%	45%	43%
Morale in my immediate team/watch/section is generally high	60%	75%	61%	55%	67%	60%	36%
We are good at sharing ideas to make things work better	81%	88%	94%	81%	88%	74%	57%
Learning & Development	74%	85%	74%	72%	79%	70%	62%
I am able to access learning and development opportunities	64%	79%	65%	55%	74%	62%	46%
I have good quality equipment to help me do my job	79%	88%	81%	81%	85%	69%	71%

I have received the training and development I need to do my job well and safely	81%	88%	81%	83%	83%	74%	79%
I have the knowledge and skills I need to do my job well	94%	96%	90%	94%	96%	95%	86%
I have the right opportunities to learn and grow at work	64%	88%	68%	60%	69%	60%	36%
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	62%	71%	61%	62%	65%	60%	54%
Recognition & Reward	66%	78%	70%	67%	69%	60%	53%
I feel valued and recognised for the work that I do by my line manager	76%	88%	87%	79%	75%	64%	68%
I feel valued and recognised for the work that I do by other team members	80%	83%	71%	85%	86%	83%	57%
I feel valued and recognised for the work that I do by senior managers	50%	58%	45%	43%	58%	57%	36%
I receive feedback on my work	60%	79%	68%	60%	64%	52%	43%
In the last week, I have received thanks or praise for doing good work	64%	79%	81%	68%	63%	45%	61%
Management Effectiveness	66%	79%	70%	63%	69%	62%	51%
Employees at my level are able to communicate their concerns to higher management	60%	71%	55%	47%	68%	67%	46%
I have confidence in the future of MFRA	70%	83%	61%	68%	76%	76%	50%
MFRA Members engage well with staff at MFRA	40%	54%	45%	32%	50%	33%	21%

My manager communicates regularly about issues that affect my work	74%	83%	81%	77%	76%	64%	64%
My manager gives me regular feedback on how I am doing	67%	83%	81%	68%	67%	55%	57%
My manager makes time for me	81%	92%	87%	85%	79%	71%	71%
My manager treats me fairly and with respect	86%	96%	100%	89%	89%	76%	64%
Senior managers do what they say they are going to do	46%	67%	52%	38%	46%	50%	32%
Culture & Values	69%	84%	73%	64%	74%	67%	49%
Bullying, harassment and discrimination are not tolerated at MFRA	81%	96%	87%	77%	86%	74%	68%
Generally we resolve any differences of opinion amicably	71%	92%	81%	64%	78%	67%	43%
I am able to strike the right balance between my work and home life	79%	100%	81%	70%	85%	79%	64%
I do not feel I have been bullied, harassed or discriminated against in the last 12 months	80%	96%	90%	79%	83%	76%	57%
I feel able to make decisions without fear of being blamed if things go wrong	63%	79%	71%	51%	72%	67%	29%
I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	78%	96%	81%	72%	85%	71%	61%
I feel valued	57%	75%	61%	55%	63%	55%	29%
I have a good understanding of MFRA values	88%	96%	90%	87%	90%	90%	75%

MFRA is a better place to work than it was 3 years ago	32%	25%	29%	32%	33%	36%	36%
MFRA promotes a culture of openness and transparency	59%	88%	61%	49%	64%	60%	32%
Change Management	56%	74%	54%	55%	60%	55%	36%
A lot is done to help staff prepare for and cope with change	41%	67%	39%	36%	44%	43%	21%
Change here is well managed overall	53%	75%	48%	47%	57%	57%	39%
Change within my team is well managed	61%	83%	55%	60%	68%	60%	39%
I am communicated with about change that affects me in good time	56%	75%	55%	55%	61%	50%	36%
I feel that MFRA consider the impact on me and other people when making decisions	43%	63%	42%	45%	44%	45%	18%
I understand the need for change at MFRA given the cuts faced by the Authority	81%	83%	87%	87%	83%	76%	64%
Health and Wellbeing	80%	86%	72%	79%	86%	81%	68%
I consider that I benefited from the support I received through the Occupational Health Team	90%	91%	80%	96%	98%	82%	81%
In general I would say my health is good	84%	92%	84%	83%	90%	86%	64%
MFRA provides me with information that promotes a healthier lifestyle	78%	79%	65%	83%	83%	76%	75%
MFRA supports a positive work-life balance	70%	83%	65%	62%	76%	79%	54%
COVID-19 Related Questions	85%	92%	90%	85%	90%	79%	74%

I believe the measures we are taking will ensure that it is safe for employees to work on fire stations and other locations	74%	88%	81%	70%	79%	67%	64%
MFRA is doing a good job of maintaining services under the current circumstances	90%	96%	97%	89%	94%	86%	79%
The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic	91%	92%	94%	96%	96%	86%	79%
Engagement	89%	96%	90%	91%	93%	82%	79%
I am proud to say I work for MFRA	93%	100%	97%	96%	94%	86%	86%
I care about the future of MFRA	96%	92%	97%	100%	100%	90%	93%
I would still like to be working at MFRA in two years` time	82%	96%	77%	87%	88%	71%	71%
If asked, I would recommend to friends and family that MFRA is a good place to work	81%	92%	87%	77%	88%	79%	64%
Working here makes me want to do the best I can	91%	100%	94%	96%	94%	86%	79%
Yes/No Questions	75%	60%	63%	78%	78%	82%	78%
Did you take part in the 2018 Staff Survey?	72%	42%	48%	85%	78%	76%	75%
I am aware of the Health and Wellbeing support services available through the Occupational Health Team	95%	96%	87%	94%	99%	95%	96%
I have used the services available through the Occupational Health Team	60%	46%	48%	60%	60%	67%	75%
The pandemic has affected us all in different ways. Do you think that your experience of the pandemic has heavily influenced your responses in the survey?	74%	58%	68%	74%	76%	88%	64%

Appendix

Dashboard:	Merseyside Fire & Rescue Census 2020
Dashboard hierarchy type:	none
Response count:	247
Panel count:	undefined
Participation:	n/a
Comparison:	Survey Overall
Report produced:	22 January 2021